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# IT Briefing

January 15, 2013

Goizueta Foundation Center

W100

# IT Briefing Agenda

- Enterprise Imaging Project
- One IT Experience Update
- DB Migration Update
- IT Security Update
- John Wilson, Jr.
- Rich Mendola
- Andrew Chin/Naiqi Li
- Derek Spransy



**John Wilson, Jr.**

Manager, Academic and Business Systems,  
Enterprise Applications

# Enterprise Imaging Project

# Background

- Why migrate to a new imaging system?
  - Optix was implemented in 1995 & redeployed in 1998
  - Over the years, some cosmetic and functional enhancements have happened but...
  - Evolving needs require a different solution
- What product will replace Optix?
  - OnBase – Hyland Software
  - Selected through competitive process that included stakeholders from across campus

# Current State

- Project phase is underway
  - PM - Trish Wilson
  - First deployments were in the OnBase cloud solution
    - Undergraduate Admissions
    - RSPH Graduate Programs (completed January 2013)
    - GBS MBA Admissions (completed December 2012)
  - Governance is in place
    - Executive Committee –Financial/Strategic Focus
    - Steering Committee – Operational Focus

# Benefits

- OnBase will provide:
  - Robust, modern imaging application
  - Supported by world class R&D and support organizations
  - Ease of use and administration
  - Business process improvement tool that will drive ROI
- Success stories
  - Undergrad Admissions
    - No longer needs temporary workers during peak periods
  - GBUS and RSPH
    - Reduced cycle time and improved customer service

# Communication

- Messages directed to internal users
- Going forward
  - ECM Education and awareness
  - Readiness assessment survey
  - Sequencing new users
  - Costs model

# Next Steps

- Migrate Optix users (no enhancements)
  - Migrate images to OnBase
- Implement New Users
  - Scan, store, retrieve
  - Workflow
- Build on-premise Service
- Retire Optix



# Enterprise Imaging Project



Questions



**Rich Mendola**

Enterprise CIO and Senior Vice Provost for Library  
Services and Digital Scholarship

# One It Experience Update

# One IT Experience Update

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# Agenda

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- Review original working group recommendations
- Status updates and shifts in direction



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# Working Group Focal Areas

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- Foundation Initiatives
  - Identity Management
  - Network simplification
  - Architecture and Integration
- Customer Facing Initiatives
  - Service Desk and Desktop Support
  - Collaboration Software
  - Data Management



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# Identity Management

## Recommended Changes

### Simplify identity management for end-users

1. Standardize on one NetID naming scheme going forward
2. Implement common password policy and sync mechanisms

### Streamline user access request process

1. Implement/build a one-stop shop for User Access Requests

### Optimize identity management practices

1. Automate provisioning of EHC user accounts
2. Implement mechanisms to maintain organization, role, access, eligibility, and



# Identity Management – Phase 1 deliverables

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- Implement standard NetID algorithm
  - Current holders of only EHC NetIDs will retain their EHC NetID
  - Current holders of only EU NetIDs will retain their EU NetID
  - Current holders of both EHC and EU NetIDs will retain only their EHC NetID
  - All new NetIDs will use the EU NetID algorithm
- Create policy for NetID change requests
- Develop procedures & communication for migrating and deleting accounts
- Create bi-directional Trust between EMORYUNIVAD and EHC
- Implement common strong password policy as default; exceptions will be made for legacy systems where password policies are not changeable
- Evaluate & improve current password sync mechanism
- Implement consolidated LDAP account directory



# Network Simplification

## Recommended Changes

### Prepare networks for shared use of EHC and EU users

1. Implement products to enhance workstation and server security and to transparently place users & devices into the appropriate network zone

### Transition users and devices

1. Draft policies and procedures for determining user & device placements
2. Eliminate duplication and consolidate zones





# Network Simplification - Deliverables

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- Prerequisite
  - Firewalls upgraded June 2012
- Tools that will support new designs
  - Network Access Control – Bradford selected as preferred solution
  - Core Router upgrades - underway



# Architecture and Integration

## Recommended Changes

### Simplify and enhance integration approaches

1. Define and document common integration standards
2. Create an enterprise web services registry

### Standardize tools and expand functionality

1. Migrate University middleware technologies used for application development and integration to EHC standard

### Improve architecture process

1. Develop materials to facilitate compliance with a common enterprise IT architecture, including architecture reviews and checklists that specify each IT



# Architecture and Integration - Deliverables

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- Web Services Registry in production
- IBM WebSphere MQ implementation – underway
- IBM WebSphere AS – scheduled to commence after MQ
- Efforts underway to sync ESB practices
  - Lab results flowing from EHC to EU ESB
  - DICOM images flowing from EHC to EU ESB
- Joint participation in architecture review processes
- Have agreed upon new standards for databases



# Service Desk and Desktop Support

## Recommended Changes

### Align Service Desks

1. Adopt common practices
2. Remove “hand-off” burden from customer

### Optimize School of Medicine IT support

1. Optimize SOM desktop practices and encourage adoption of standardized school-level offerings

### Expand desktop virtualization

1. Transition VDT management from University to EHC
2. Add additional capacity; package University apps

### Adopt desktop support best practices

1. Adopt standard hardware/software image for central areas
2. Implement a common asset tracking database



# Service Desk and Desktop Support - Deliverables

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- Decided not to co-locate service desks but instead implemented automated ticket transfer between Remedy and Service Now; process issues in ticket handoffs continue to be addressed
- Implemented common Anti-Virus solution
- Deferred EHC provided VDT solution



# Collaboration Software

## Recommended Changes

### Offer basic SharePoint 2010 solution (Microsoft-hosted)

1. Use as collaboration solution for non-sensitive information sharing across Emory; will replace Blackboard for meetings, work groups, etc., but not for educational purposes

### Offer HIPAA-compliant SharePoint 2010 solution (internal)

1. Select a consultant to assist with the design
2. Implement HIPAA-compliant offering



# Collaboration - Deliverables

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- Decision to move to Box in lieu of SharePoint for most collaboration needs
- Awaiting BAA from Box that will allow storage of HIPAA materials on Box platform; ETA is late January 2013
- Will be provided as an enterprise service upon release



# Data Management

## Recommended Changes

### Create data management service center

1. Create service center with single point of entry
2. Create website that clearly describes available data, services and access mechanisms

### Facilitate increased data access

1. To increase access to data, allocate 200k to subsidize shared hires; Originating unit would develop business case and fund 75%
2. Build pre-research self service functions;





# Data Management - Deliverables

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- Have funded two shared hires for Neurology and Radiology
- Drafting charter to build website describing data, services, access mechanisms; charter ETA is January 2013
- Current focus is on transplant registry that will aggregate clinical and research data



# Questions?

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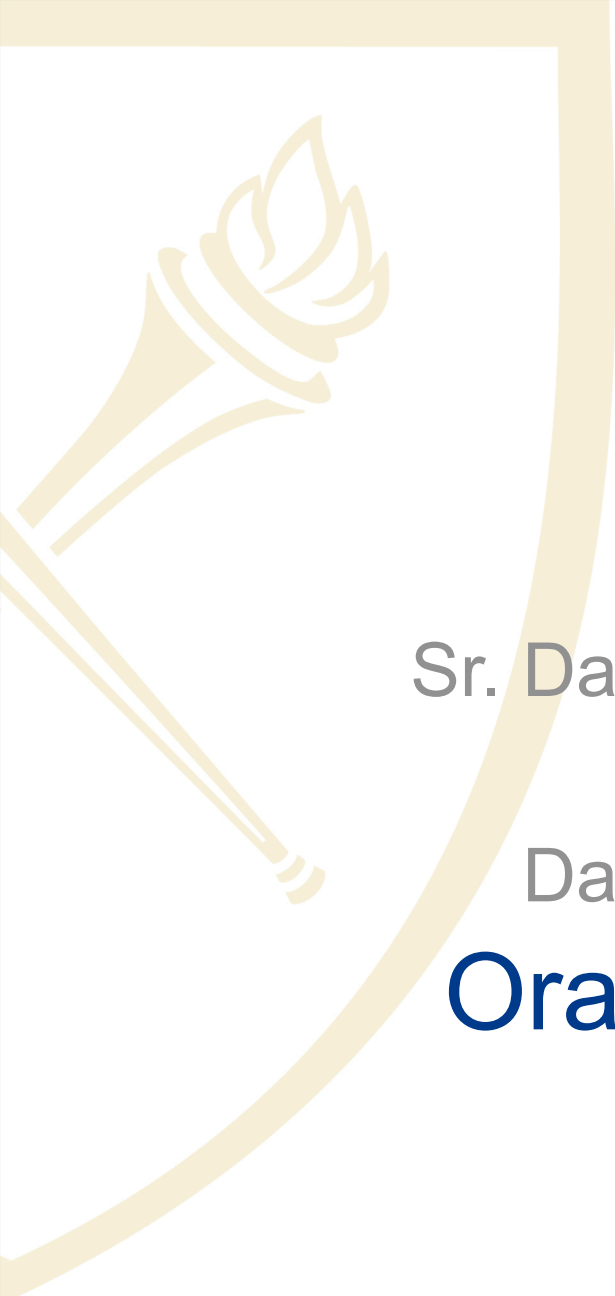
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**Andrew Chin**

Sr. Database Administrator, Infrastructure

**Naiqi Li**

Database Administrator, Infrastructure

# Oracle DB Migrations to 11g

# Oracle Database Migrations to 11g

Currently – 24 applications running with Oracle 11g

## Migrations in Progress

Enterprise Service Bus

Facilities Management

Fedora Commons

General Database

The Parking System

## Migrations in Planning

Control M

Electronic Conflict of Interest

LAN Desk

The Museum System

Departmental and Self Serve – 59 applications  
and websites managed by two databases

# General Database Migration

## Development Environment

- GDBD (10g) → GENUD (11g)
- About 30 applications, 21 applications that we identified with the clients
- DONE

## QA test Environment

- GDBQ(10g) → GENUQ (11g)
- Currently about 6 active applications running on 11g database
- DONE

## Production Environment

- GDBP → GENDBP (11g)
- Currently 4 active applications running on 11g DB, 30 applications on 10g
- TARGET: Saturday, February 16

# Oracle DB Migrations to 11g

Questions





**Derek Spransy**

Sr Information Security Specialist, Information Security

# IT Security Update

# Malicious Content Filtering

- With new firewalls come new capabilities
- Real-time blocking of malicious files (.EXEs, documents, Mac DMGs, etc.) and websites
- Our goal is to reduce phishing and infections that result from drive-by downloads
- Piloting began in ResNet on December 21 and will be rolled out to other network cores in early 2013
- Users will see a warning page whenever content is blocked



# Malicious Content Filtering



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## Malware Download Blocked

Effective December 21, 2012

If you are seeing this message, it is because you have visited or you have been redirected to a site that is known to contain malicious content, or attempted to download a file which appears to contain malicious code. For more information, please visit the [Malicious Content Filtering](#) page. If you feel that you've reached this page in error or have any questions, you may contact the [Emory University Service Desk](#) by calling 404-727-7777.

File name: ██████████.exe



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## Web Page Blocked

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URL: www.██████████

Category: malware-sites

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# Malicious Content Filtering

- More information at: [http://it.emory.edu/security/malicious\\_content.html](http://it.emory.edu/security/malicious_content.html)
- If someone feels that content has been blocked mistakenly, they should open a ticket with the UTS Service Desk
- Blocking decisions are **not** being made based on topical content

# Malicious Content Filtering

- Students have received an awareness message informing them of this change in ResNet
- A future campus awareness message will be sent out to inform the rest of the enterprise



# Tablet Encryption

- No pre-boot virtual keyboard support for WDE solutions is a common problem
- PGP only officially supports two (discontinued) tablet models
- At this time, keyboard-less tablets should not be considered for storing sensitive data



# Security Awareness

January:

- Phishing awareness



# IT Security Update



Questions

# Thank you for coming!

*Thank  
You*